

JULY 6, 2022

TO WHOM IT MAY CONCERN,

John has always impressed me by his willingness to do whatever needs to be done. He is equally comfortable contributing to or leading a project.

Over the past five years, I often turned to John, whether I needed a backup to cover a meeting or just wanted to run ideas by someone. He was always eager to support any member of our team and was proactive about engaging with other groups.

In the last year alone, John willingly took on many additional responsibilities when I transitioned to manager, and he excelled with the new roles.

As a Tech Pubs team, we set a goal to increase collaboration both between our writers and with other teams. We were striving to sound like our documentation came from a single unified team, with a similar focus and voice, rather than a group of individual writers. John took on the new role of Lead Editor and immediately increased the quality of what the writers shared with SMEs so they were able to focus on technical content without distraction. His efforts to create a Tech Pubs Style Guide and Glossary also helped to ensure all writers were following the same basic guidelines and formatting, and he led ongoing discussions to continue updating and improving these guidelines.

As we worked to develop templates in our CCMS, John mediated discussions and tried many iterations until everyone agreed we were positioned to provide the most useful content for our users.

Another major task John accomplished was de-coupling access information from the HNG Administration Guide to create the RAN Administration Guide. He improved content, aligned organization and feature naming with the PLM Supported Feature Lists, and added RAN-specific overviews consistent with marketing information. In addition, he became lead writer for 2G and 3G functionality, and was ramping up to take over 4G.

Finally, John took a deeper look at the Software Installation and Upgrade Guide and began the process of improving this document. He worked with our PW EMS and HNG leads to help split out responsibility for their areas of expertise and to better communicate with Engineering teams.

In short, John could handle whatever was thrown his way and was absolutely my go-to guy. Any group would be lucky to have him as a member.

Sincerely,

TERRI BEHM

Technical Publications Manager